

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Technology and Support Technician Competencies

Description of Work: This is technical work in providing consultation, support, and/or training to end-users of computer or other technology-based systems. Employees may provide basic support of hardware, applications and operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users. These employees are not usually involved in application development, system integration or network design/analysis. This work requires particularly strong communication skills, an ability to effectively interact with a broad range of end-users and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine support for a broad range of technologies, or may provide in-depth support for a more narrowly defined area of technology.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Understands tasks required in job and takes ownership to complete tasks. Takes initiative to plan and organize daily activities and tasks.	Independently reorganizes own work plans and adapts to unanticipated changes (contingency planning) with limited supervision. Coordinates with others.	Provides regular leadership in planning and organizing the work of other technicians.
<i>Project Management</i>	Serves as a productive project team member by completing assigned tasks. Follows processes and approvals for projects. Helps develop project/solutions in assigned area.	Manages technical project tasks involving own work and under minimal supervision.	Manages project tasks that require directing the work of others with some latitude on actions or decisions. Independently manages project timelines, resources, staff and leads implementation efforts in less complex technology areas.
<i>Technical Knowledge</i>	Exhibits basic knowledge of specialty work area demonstrated by an understanding of and applies the fundamental standards and terminology associated with the work specialty. Demonstrates initiative to remain technically competent.	Exhibits working knowledge of the specialty area demonstrated by applying an understanding of the general standards, skills, and practices associated with the specialty.	Exhibits advanced knowledge of the work area demonstrated by an in-depth understanding and application of advanced principles, theories and practices associated with the work specialty.
<i>Technical Solution Development</i>	Works with own specialty with limited ability to integrate and coordinate elements within that specialty. Demonstrates understanding of the technology and systems in place.	Integrates knowledge and skills from own specialty to address work assignments and problems of simple to moderate complexity. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates substantial knowledge of own work specialty and the ability to integrate this knowledge base to achieve solutions to complex problems. Researches and puts into place new technologies in specialty or related area.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

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<i>Technical Support</i>	Solicits relevant information from customers in order to sufficiently describe problem to technical expert. Performs limited diagnostics. Troubleshoots problems by probing user for information relevant to solving problems based on standard operation procedures.	Independently resolves routine and some non-routine problems. Understands the root causes of routine and some non-routine technical problems.	Independently resolves non-routine problems. Makes suggestions for technical modifications to prevent future problems. Develops solutions that address trends and cause of the problem not the symptom.
<i>Consultancy Skills</i>	Appropriately describes information provided by customer for higher technical support, if necessary.	Understands the customer's needs and resource limitations in order to provide appropriate services to customer. Builds on-going partnerships with customers. Meets with customers to discuss alternative technical solutions.	Provides consultation on issues and requests from customers that require the implementation or creation of a custom solution.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and one year of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year-for-year for the required experience.

Degrees must be received from appropriately accredited institutions.

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